



pacific solutions

Australia's on-line and on-call transcription company

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PACIFIC SOLUTIONS PRIVACY POLICY

At Pacific Solutions, we recognise the importance of our clients' privacy and confidentiality. As such, we are committed to providing and maintaining industry leading confidentiality and security.

Pacific Solutions is compliant with the National Privacy Principles contained in the *Privacy Act 1988* (Cth), as well as the Guidelines on Privacy in the Private Health Sector issued by the Federal Privacy Commissioner under the *National Health Act 1953* (Cth). These are available to view at www.privacy.gov.au.

In ensuring a maximum level of privacy, Pacific Solutions undertakes various measures, including but not limited to:

Secure Website

Pacific Solutions maintains a secure online website, housed at Global Switch, (<http://www.globalswitch.com/locations/sydney.en.html>) Sydney in the CBD, to which clients can upload information and audio. All access to the site is auditable via ISP number, and SSL 128 bit encryption is used throughout. All client accounts are password protected; clients can set their own passwords which are not stored by Pacific Solutions.

Limited use of Personal Information

Pacific Solutions limits the distribution of personal information of clients so that typists working for Pacific Solutions are only allowed access to audio files. Only client information necessary for proper completion of the transcription services is made available.

Document Return

Completed documents can be returned via upload to the client account on the secure website, thus restricting access to those holding the login and password details, or if preferred, documents can be returned via email.

Audit Trail

All activity on the Pacific Solutions secure website is fully auditable by Pacific Solutions. Typist activity is recorded, providing a complete audit trail of when and by whom audio and documents are accessed.

Employee and Subcontractor Confidentiality Agreements

All employees of and subcontractors to Pacific Solutions sign a confidentiality agreement before the commencement of work. This agreement is in compliance with the National Privacy Principles contained in the *Privacy Act 1988* (Cth).



Purging of Documents

Documents transcribed by Pacific Solutions are stored until payment of invoice by the client. At regular intervals, documents are purged from archives and servers.

International clients and files

Australian National Privacy Principles are compliant with *Health Insurance Portability and Accountability Act (HIPAA USA)*, directives from the Information Commissioners Office (UK) and NZ privacy standards. Non-disclosure agreements are available on request. Transferring files between countries is done so in compliance with the National Privacy Principles.

For more information please contact us on 07 3378 2668
or email us on enquiries@pacificsolutions.com.au.